**PATIENT PARTICIPATION GROUP MEETING:**

**MINUTES OF THE MEETING HELD 1st APRIL 2014**

**Present:** Mrs PM –PPG Representative

Mrs PW– PPG Representative

Karen Hirst– Business/Practice Manager

**Minutes:** KG – Admin Support B/P Mgr

**PPG:** Gave details of a proposed open event from Healthwatch Blackpool. Provisionally booked for 21st May at 5pm at the Salvation Army Citadel. Further details will follow when finalised.

**OPEN DAY AT SOUTH KING STREET:**

PPG: Some surgeries have held open days which have proved successful.

**KH:** It is possible to look at holding one here, we could utilise our facilities on a Wednesday afternoon and involve all staff.

It was decided to leave any decisions/planning for this event until after the Healthwatch meeting

**PHARMACIST/NURSE PRACTITIONER ROLES:**

**PPG:** enquired what the role of the Practice Pharmacist was

**KH:**  Explained that the role of our pharmacist was to review/control patient medication both by telephone and face to face.

**PPG:** Do our patient know the role that our Nurse practitioner covers and are they getting used to her?

**KH:** Patients are starting to get to know her and once they have seen her, they are happy to come back to see her when required.

**HEALTH M.O.T:**

**KH:** Advised that we were continuing to invite patients into The Practice for Health Checks .

It was requested by our PPG members that a poster advertising this service be displayed on the notice board in reception to try to encourage more patients to have the checks.

**COPD:**

**PPG:** Asked what the uptake of COPD checks was

**KH:** Advised that the uptake was fair.

**FLU VACCINES:**

**PPG:**  The Practice changed their procedure last year at the request of PPG members and patients to using an appointment system rather than a drop in clinic. Was this successful?

**KH:** Althoughpatients liked the appointment system, we don’t think that the uptake was as good as the previous year when we had drop in clinics.

**TEXT SERVICE REMINDER:**

**PPG:**  Asked whether this service had improved the level of non-attendance for appointments.

**KH:** It has not made any difference to the level of DNA’s . The new computer system will do this for us at no cost. The patients seem to like the text reminder service as they tell us if they fail to get one.

**PPG:**  Would like to change to way we notify patients of how many missed appointments there are each month/year, eg; Instead of stating 70 patients did not arrive for their appointments this month, we should advertise the percentage of patients who did arrive. This is a positive message rather than a negative message and a way to say thank you to those who came.

**KH:** Agreed to give this a trial.

**HEALTH PROMOTION TEAM:**

**PPG:**  How are our health promotions progressing?

**KH:** We now have 2 admin staff who prepare the promotions for the TV, waiting room, posters and publications. This is proving successful as the waiting area is much improved and we have reprinted all of our posters/patient information on yellow paper with the suggested font to aid our partially sited patients.

**EYE TESTS:**

**PPG:**  Asked if all patients were asked if they had had an eye test.

**KH:** Advised that this question would only be asked if warranted.

**PPG:** Requested that a poster be placed in the waiting room asking this question and providing advice as to where the service was provided.

**BREAST SCREENING:**

**PPG:** Asked about breast screening.

**KH:** We are preparing a campaign for this. As we do not have enough space in the waiting room to display/advertise everything , we have to rotate our promotions.

**PRESCRIPTIONS:**

**PPG: H**ad collected a leaflet from a chemist advertising ‘The Big Switch Over’ and asked what it meant.

**KH:** Advised that this had already started with all GP practices producing prescriptions via the computer. The next stage is for pharmacists to have the software to enable the GP’s to send all repeat prescriptions electronically removing the need for the prescription to be collected from the surgery in person.

**PPG:** Do we have a message on the prescriptions about the PPG and asking patients if they are interested in joining our group?

**KH:** No we don’t, but we can put one on. We advertise for members on the TV, in the newsletter and on noticeboards in the waiting area.

**GP ATTENDANCE AT PPG MEETINGS:**

**PPG:** Advised that the PPG at another practice had requested that a GP attend PPG meetings.

**KH:** Asked how our members felt about this.

**PPG:**  Dr Delgado did attend one meeting last year and although it is not necessary to have a GP attend at every one, it would be nice if they could occasionally attend to offer their support/input.

**KH:** Dr Delgado will be involved if we decide to go ahead with the open day and would also attend any PPG meeting if beneficial however it have to be a lunchtime meeting.

**PPG:** Felt that KH & KG mediate very well in the GP’s absence.

**NEW HEALTH PROMOTION:**

**KH:** We are preparing a Health Promotion and wonder whether our PPG members would assist. It involves speaking to patients over a 4 week period, probably in Late April/May about their lifestyle using a questionnaire format. From the answers given, we can offer the patient information sheets on how to change their lifestyle and improve their health utilising FREE services. Leaflets from Energise, Choose to Change and The Wellness Service were shown to PPG members.

**PPG:** Would like to be involved and will help in any way that they can. It is a good idea.

**KH:** Will confirm dates/times to PPG members.

**KH:** Thanked PPG Members for their support.

**Diary Dates:** Healthwatch meeting 23rd April

PPG at South King Street - TBC

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